



OIT Customer Service Newsletter

Office of Information Technology, Executive Office, Office of the Director, NIH

Fall 2005

A Word from the Past
Acting OIT Director,
CIO-OD

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This issue is being dedicated to David Wyszneuckas who retired on Sept 3rd.

"Make *IT* Work! Every Time!"

David Wyszneuckas

OD's CIO David Wyszneuckas Retires After 35 Years

OD's CIO David Wyszneuckas Retires After 35 Years

David Wyszneuckas retired on September 3rd as OD/CIO & Director, OIT/EO, Office of the Director, NIH. In his 35 years of government service, David began his federal career at NOAA in 1965 moving to HHS/OASH in the early 1970s before coming to the NIH in 1995 where he joined the OIRM, CIT/NIH prior to joining the OD/OIT in 1996. David was honored by his friends, colleagues, and family on September 1 at one of his favorite restaurants-- Timpanos. David was a manager, leader, technologist, and most of all - our friend.

OIT would like to share with you a poem David had received from a friend which he made some inspiring edits to fit the occasion—enjoy.

Amy Ellis Poem – **Goodbye And Hello**

I used to think Hello came first
And then Farewell, Goodbye.
But now I have the order changed
And I will tell you why.
Goodbyes are part of life on Earth
For all of us I know.
And life as well is constant change,
Wherein we learn & grow.

Goodbye to failures, mistakes, late night calls for help,
To bureaucratic silliness, packet collisions, switch failures.
Hello to visions fresh & bright as each new day begins.
Goodbye to CPIC, A76,
Quick turnaround requests from CIT & IT consolidations.
Hello to peace and sunshine
Goodbye to coworkers
Hello to Friendships that last.

David Wyszneuckas

Memories



A Word from the Past Acting OIT Director, CIO-OD

As we all know David Wyszneuckas (OD/CIO) has retired. We will miss his intelligence, commitment to excellence, and vision. It is with these principles that we here in OIT will continue to provide sound, timely and professional services to our OD community.

We will strive to stay ahead of the technological curve in identifying, acquiring, installing, developing, and maintaining your system needs.

We will provide automated solutions to manual and or outdated operations.

We will help flush out your requirements, align technologies with your business practices and ensure the data you produce is available, accurate, confidential, and secured.

Yes David has moved on, but his vision is very much alive.

Antoine D. Jones, (Acting) CIO

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What's New in OD?

Visit the new NIH Business System (NBS) Training & Communications Community Portal Page

The NBS has developed an exciting new portal page as one source to keep you abreast of the upcoming NBS activities for the new Supply Chain, Property, Budget, and Finance programs.

To read about the key features and events that are taking place with the NBS:

- Log on to my.nih.gov;
- Select "My Communities" at the top of the page;
- Choose "Training and Communications" from the drop down menu.

If you need help logging in, contact the NIH Help Desk at helpdesk@mail.nih.gov or 301-496-HELP.

The Training & Communications Community Page (TCCP) is for you! Give us your feedback by completing the TCCP evaluation survey located on the left side of the page.

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What's New in OIT?

Desktop News

Keeping your Windows home system fine tuned!

What Is Microsoft Update?

It is a website from Microsoft that helps you update Microsoft Windows and many other Microsoft programs that you've installed, such as Microsoft Office, Microsoft Exchange Server and Microsoft SQL Server, all in one convenient place.

How does the website work with my computer?

Microsoft Update works with updating software in Windows. When you visit the site, the updating software identifies which version of Windows and other Microsoft products you use. This way, the website shows you only the updates that apply to your computer, not all updates published by Microsoft. The privacy policy describes which information is used to find updates your computer needs in more detail.

Breaking News!! A new extension of Windows Update

As an extension of Windows Update, Microsoft Update offers you the latest updates for Windows, Office, and other Microsoft applications, all in one place. Now, keeping your computer up-to-date has never been easier! Visit Microsoft Update today.

<http://update.microsoft.com/microsoftupdate/>

The Web Teams New Tool

If you Talk the Talk, you must Walk the Walk

The web team has worked with many clients over the years creating applications to help organizations become more efficient as well as manage workflow. Since we are helping other NIH organizations, what do we use to manage our own workflow?

The product we use is called Ontime Web. This web based application serves multiple purposes within our group. First, we use this application to track bugs and maintenance on the various systems that we support. We receive an electronic copy of what, when, and how each application was updated. This provides a history of each application as well as frequent problems and solutions. Ontime Web also keeps track of who is working on what application at any given time. This resource management tool assists in scheduling and reporting. In addition, Ontime Web allows managers the ability to assign tasks to individual team members and the member is automatically notified via email.

So, when the web team says 'if you talk the talk, you must walk the walk,' we do just that. We use technology to help manage our own workflow.

If you would like help with your organization's workflow or business needs, please contact us.





CRM News

NIH Help Desk reduces evening and weekend hours of operation

Effective Saturday, October 8, 2005, the NIH Help Desk service hours will change as a result of overall reductions in CIT's fiscal year 2006 budget.

The revised hours of operation will be:

Monday - Friday

12:00 a.m. - 06:00 a.m. Closed

06:00 a.m. - 06:00 p.m. Open - core hours

06:00 p.m. - 12:00 a.m. Open - after hours



Saturday, Sunday, and Federal Holidays

12:00 a.m. - 08:30 a.m. Closed

08:30 a.m. - 05:00 p.m. Open - after hours

05:00 p.m. - 12:00 a.m. Closed



CIT and OIT remain committed to providing you outstanding customer. If you have questions or concerns regarding these changes, please contact the NIH Help Desk and request a member of the CRM team contact you.



Network Operations News

Sunrise, Sunset

All good things must come to an end. After nearly ten years, six service packs, and several extensions, Microsoft is finally ending its life-cycle support for Windows NT 4.0 Workstation and Server. NIH is following suit: after December 31, 2005, NT domains will not be supported. This process, called a "sunset" period, reflects Microsoft's "5+5" support strategy: for the first five years of a product's life, they provide what they call "Mainstream Support:" service packs and hot-fixes are released to address problems as they are discovered, and provided at no charge. After those five years, the product enters the "Extended Support" phase, in which security-related hot-fixes and patches are provided at no charge, and customers may, if they wish, subscribe to a pay service to download any non-security patches and fixes. Following the Extended Support phase, Microsoft will consign the product to the "Self-Help Online Support" phase... and if you think that sounds a bit like, "You're on your own, buster!" you're close to the truth.



Because NT 4.0 platforms will no longer have the benefit of even security patch updates, the Network Operations team is in the process of contacting the few remaining NT 4.0 system owners. You have 2 options: 1) replace the hardware and upgrade to a newer operating system, or, 2) if your legacy application is not compatible with an upgrade, then the system must be removed from the Active Directory domain structure. Those NT systems that cannot be upgraded or replaced will continue to run as "workgroup" members; this step will insulate the AD domain from any future security risks that might develop.



And because time marches on, Network Operations is also identifying the Windows 2000 server systems, which are closing in on the end of Mainstream



Here's to you
David!



Support, and working to migrate them to Server 2003. As with any migration, there are compatibility challenges to overcome; still, given the robust features that Windows Server 2003 and Internet Information Server 6.0 offer, the Network Operations team is confident that these migrations/upgrades will end up making our customer base happy they switched.

If you have any questions about the changes to an NT 4.0 system or the Windows 2000 to 2003 migration, please don't hesitate to contact us.

Security News

Update! **Are You, You!**

Identity Theft is one of the world's fastest growing crimes. The US Federal Trade Commission estimates that 9.9 million Americans were a victim of identity theft last year with over 5 billion dollars in losses. This rapid increase in identity theft is being driven by several different types of crimes. In some of these cases, an individual's identity is stolen by obtaining physical documents and using the associated information to create a false duplicate identity. In other cases, an identity thief attempts to steal online identification information for the purpose of accessing the victim's online accounts, such as their bank account. Phishing is a well know practice of gaining personal information from people. Phishing can occur from spoofing email and or fraudulent web sites. They are designed to fool recipients into divulging their user names and passwords which then can be used to access personal accounts.

What Can I Do?

Don't divulge personal information to people that you don't know.
Shred personal information when discarding.
Create hard to guess passwords.
Don't give your password out to anyone.
When linking to a site that requires personal information, make sure that you type the URL yourself versus clicking on the suggested link.
Check your credit report at least annually. **Free reports are available.**
Check with the Federal Trade Commission on how to obtain your report and other important information at <http://www.ftc.gov/bcp/conline/pubs/credit/freereports.htm>.

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Tips and Tricks

Outlook Tasks feature:

Use Tasks to organize to-do lists. You can sort, schedule and prioritize tasks, set reminders and assign tasks to others.

To Create a Task:

1. In the Navigation pane (Outlook Shortcuts), click **Tasks**.
2. Click **New** or choose **Actions, New Task**.
3. In the Subject box, enter the subject of the task.
4. Click the down arrow near the Due date list, and select the due date.
5. Click the down arrow near the Start date list and select a start date.
6. From the Status list, select the appropriate status for the task.
7. From the Priority list, select the appropriate priority for the task.
8. Click **Save** and **Close**.

To Edit a task:

1. Open the task.
2. Make the required changes.
3. Click **Save** and **Close**.

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How are We Doing?

If our performance falls below



an explanation of the steps being taken to improve will be provided

CRM Support



Desktop Support



Network Support



Web/Application Support



Available when I need it and/or exceeded service level agreement for call resolution



Not available when I need it and/or did not meet service level agreement

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Important Links

Is your NED record up to date? To verify your NED record click on the following link:

<http://ned.nih.gov/>

To submit a Help Desk request via the WEB go to the link below and click on "New Service Request" located on the upper left side of the webpage:

<http://ithelpdesk.nih.gov/>

NIH IT Help Desk

Call (301) 594 - 3278

<http://support.cit.nih.gov>

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Important Dates

- Sept 19 - Oct 29 - Acting CIO-OD & Director, OIT Marcelo Coelho
- Oct 10th – Columbus Day
- Oct 30 – Dec 10 - Acting CIO-OD & Director, OIT Bill Kibby
- Nov 11th – Veterans Day
- Nov 19th – OIT Maintenance Weekend
- Nov 24th - Thanksgiving
- Dec 17th – OIT Maintenance Weekend

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